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 **Summary:**

* **Around 8 years** of experience in **Salesforce.com CRM, Force.com platform/Admin**.
* As a **Salesforce Developer**, has experience in Implementation, Customization and Maintenance of Salesforce solutions.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Strong experience in Sales, Marketing, Service, Collaboration cloud, Force.com and Chatter.
* In-depth understanding of CRM business processes like Lead management, Account management, Opportunity Sales process and Campaign management.
* Knowledge in Salesforce CPQ concepts like Quoting process.
* Experience on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app and guided setup configuration.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experience in Salesforce Lightning framework that includes Aura, Lightning Web Components.
* Upgraded Apps from **Salesforce Classic**to**Lightning Experience** to develop user-friendly interface and better interaction of pages.
* Experience in design and implementation of Salesforce Custom objects, Custom fields, Workflow Alerts and Actions, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Report folders, report extractions to various formats, Process Builders, Flows, Snapshots, Dashboards, Email generation according to application requirements.
* Experience in integrating external web systems with salesforce using REST and SOAP web services.
* Expertise in developing UI Components using Visualforce pages, HTML, CSS, Java Script and jQuery, Aura, LWC.
* Proficiency in SFDC Development implementing Apex classes, Test classes, Triggers, Batch Apex, Scheduled Apex, Future methods, Anonymous Apex, Custom Settings, SOQL and SOSL.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightning app and add details about their skills, service territories, and availability.
* Having strong experience in Unit Testing, increasing Test Coverage and performing Code Review.
* Implemented Roles and sharing rules at object, field and record level for different users at different levels of Organization. Created various profiles, permissionsets and configured the permissions based on the Organizational Hierarchy.
* Experience in data integration and migration from legacy systems using data loader, workbench, dataloader.io and import wizard.
* Experience in using ETL integration tools like Informatica.
* Implemented object relationships using Lookup, Master-Detail and Junction object for one-to-many and many-to-many relationships.
* Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
* Experience in designing relational database schema to meet business requirements.
* Experience in deployment/development of components across Dev, Test sandboxes and production instances using Change sets, ANT, Flosum, GIT.
* Experience in working with Agile/Scrum environment, Iterative, Waterfall software development methodologies.
* Strong communication, interpersonal skills and work ethic, taking ownership of all duties and responsibilities and meeting management objectives, Excellent at solving complex problems under strict deadlines.

**Technical Skills:**

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| Salesforce Technologies | Standard/Custom objects, Workflow & Approvals, Apex Language, Apex Classes/Controllers, Apex Triggers, VisualForce Pages, Lightning Web Components, Aura, Data Loader, Reports, Dashboards, Force.com IDE, Visual Studio Code, SOQL, SOSL. |
| Salesforce Tools | Visual Studio code, ANT, GIT, Flosum, Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Force.com Excel Connector, Jenkins, AppExchange. |
| Languages | C++, APEX, Java Script, SQL, HTML, CSS |
| Operating Systems | Windows, Linux |
| Databases | MS SQL Server, Oracle |

**Certifications:-**

* **Certified salesforce.com Administrator -201**
* **Certified salesforce.com Developer**

**Professional Experience:**

**Hulu, Santa Monica, CA**

**Duration: Feb 2020- Present**

**Role: Salesforce Developer.**

**Responsibilities:**

* Worked closely with customer service team and business analysts, performed detailed analysis of business and technical requirements.
* Established the virtual meeting links directly from Salesforce system.
* Developed/Configured a way to add the clients and agents to the meeting from the Quoting process.
* Developed the App in Lightning with Aura Components.
* Worked on setting up FSL data model and Ability to configure Service Rules and Objectives in support of Field Service business processes.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better, created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* In order to retrieve data from server-side controller to the lightning component, utilized Apex Controllers which makes a call outs for external requests through different API's. Integrated the Rest based Web Services for extracting the data from external systems to display in the pages of salesforce.com
* Created a custom app for admin users that will create flow using cloud flow designer and created a web service to start the flow whenever certain requirements are met.
* Integrate Salesforce DX with VS code to build apps together using the tools, while moving fast and delivering value.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE. Sales force DX (Sales force CLI).
* Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
* Coordinate/assist developers with establishing and applying appropriate branching, labeling/naming conventions using GIT Lab source control.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Validation Rule, upgrade installation.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Assisted test design and UAT testing, train end users, operational staff and support staff.

**United Airlines, Houston, TX**

**Duration: Feb 2019 - Jan 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Designed and developed **Lightning Apps**using **Lightning App Builder, Lightning Design System** and**Lightning Components.**
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Based on the requirement Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Configured the products, price-books, volume discounts & bundles pricing for new pricing structure in organization based on the company size & industry classification.
* Worked in implementation of DocuSign with salesforce integration.
* Providing maintenance for installed and **Managed Packages**in**Lightning** using Apex.
* Worked on Lightning Process builder flows and Lightning Component Tab for Navigation.
* Extensively used data migration tools such as Apex Data Loader, Import wizard for migration purposes.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Designed Lightning web components to capture information of leads from company website.
* Developed and deployed Workflows and Approval processes for opportunities and products and assets management.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Validation Rule, upgrade installation.
* Created and used Email templates in HTML and Visual force.
* Developed Visual force Pages, Apex classes, Apex components and Apex triggers for various functional needs in the application.
* Worked with various salesforce.com Standard objects such as Accounts, Contacts, Case, Products, Price Books, and Opportunities.
* Good with SOQL and **SOSL**statements within custom controllers.
* Created and maintained different types of sandboxes such as developer, developer pro and full copy sandboxes.
* Responsible for migrating the code and configuration to production environment using Force.com IDE, change sets and ANT tools.
* Experience in using the Sales force Chatter.

**United Parcel Service (UPS), Mahwah, New Jersey**

**Duration: Feb 2017–Dec 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Performed detailed analysis, design, development, testing and administration of Salesforce.com CRM applications.
* Designed and implemented Sales cloud, Service Cloud Application including Lead Management, Case Management, Omni Channel Routing/Supervisor, and Email to Case, Web to Case, Live Agent Chat, Case escalation and assignment rules for Customer Engagement Center at UPS.
* Worked with SOQL, SOSL queries and Governor Limits to store and download data from SFDC database.
* Created workflow rules and defined associated Tasks, time triggered tasks, Email alerts, Field Updates to implement business logic.
* Used Process Builder for immediate actions like quick actions, email alerts, submit for approval and post chatter by adding criteria. Used REST web services to communicate with CTI Call Server.
* Developed Custom Visual Force pages to support the Live Chat Custom Window in the UPS website.
* Developed and configured various Dashboards, Custom Reports and Report Folders for different

user profiles based on the requirement which are used by Business user and Management fore porting.

* Created Aura based Lightning Components, Attributes, and Controllers which can be compatible

to access through Lightning App builder.

* Created Impressive designs with custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* Created and managed new profiles, users, roles, org wide defaults (OWD), Sharing rules and added the Permissions/Permission sets based on the Organization hierarchy requirements.
* Developed test classes, test plans to test the Salesforce.com developed Apex Code and triggers and ensure more than 75% code coverage as well as code coverage has met the SFDC standards and eliminate maximum defects at the early stage of testing life cycle.

**Object Soft Inc, Hyderabad, INDIA**

**Duration: July 2015 – Nov 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Customized salesforce objects Accounts, Contacts, Leads, Opportunity, Products, Pricebooks, Campaigns, Cases, Solutions and Junction objects.
* Created workflow rules and defined related actions like, time-based trigger tasks, email alerts, filed updates to implement business logic.
* Written complex SOQL, SOSL in Apex triggers and controllers.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule, Approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links on side bar and detail pages, related lists, and other components on a record detail and edit pages.
* Written apex extension controllers provided implementation for action methods that are invoked from Visualforce pages.
* Developed Visualforce pages to hide and unhide based on picklist values and used style sheets, java script and jQuery for rich UI and actions.
* Developed and enhanced several apex triggers on objects for various events (create, update, delete).
* Used apex Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV).
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of Salesforce.com
* Developed force.com sites and exposed as internal webpage to get survey results.
* Written Unit test classes for code coverage and validate business use cases.
* Migrated application components across various environments using Force.com migration tool, Eclipse and Change Sets.

**Radcom Software Services LLC -INDIA**

**Duration: Sep 2013 – May 2015**

**Role: Salesforce Developer / Admin**

**Responsibilities:**

* Creating and managing workflow rules and validation rules.
* Designed, and Implemented the Custom Business objects, Entity-Relationship data model, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships.
* Installed and configured Apex data loader.
* Created workflow rules and defined related actions – email alerts, field updates to implement the business logic.
* Worked with Formula fields for calculation, related object display, integration and data realization.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Worked on writing unit test classes for apex controller, triggers code.
* Used Data Loader for insert, update and bulk import or export of data from (SFDC) salesforce objects. Used it for loading data from CSV files.
* Used the sandbox for unit testing and assisted Users in testing.
* Worked with CRM Application Development Team to complete development, test support and deployment activities.